

ICB Public Involvement and Engagement Advisory Committee

Date of meeting	26 June 2024
Title of paper	Public engagement and involvement assurance report: February to May 2024
Presented by	David Rogers, Head of Communications and Engagement
Author	David Rogers, Head of Communications and Engagement Communications and engagement team members
Agenda item	3a
Confidential	No

Executive summary

The report provides members of the Public Involvement and Engagement Advisory Committee (PIEAC) a summary of activities related to engagement, involvement and coproduction undertaken by the ICB between 1st February 2024 and 31st May 2024

This report seeks to provide assurance to the committee and the ICB Board for the delivery against the strategy for working in partnership with people and communities across the ICB and embedding the principles of public involvement and engagement.

The report also summarises engagement, involvement and co-production activity supporting priority system transformation programmes and other ICB programmes of work and a summary of activity to support partnership working in place.

Key summary of the report:

- A continued focus on engagement and related activity has been undertaken in our places from February to May, and this continues, this includes continuing to build relationships and strengthen partnerships.
- Mechanisms for engagement and involvement have been further developed with the first meeting of the Citizen's Health Reference Group and a successful recruitment campaign which has resulted in more than 70 expressions of interest
- We have seen a growing shift towards engagement focused on the transformation and recovery programme, and this has included engagement with people and communities, as well as preparation for some large scale engagement over the coming months.
- Throughout the summer, the ICB will have a concerted focus on public engagement looking at our priorities, including transformation programme and commissioning priorities, and taking into account the new hospital programme. Updates are provided in this report for these topics.
- Our focus on place-based engagement has supported people and communities throughout the winter months. Following the production of a detailed evaluation report we are now reviewing the lessons learned and applying these for the 2024/5 winter period.
- Uniquely, there have been two pre-election periods during the time of reporting: the pre-election period from 11 April to 2 May 2024 for local elections, and 25 May to 4 July for the national elections. The pre-election period describes the period of time immediately before elections or referendums when specific restrictions on communication and engagement activity are in place.

Advise, Assure or Alert

Assure the committee:				
<ul style="list-style-type: none"> The ICB is delivering a range of engagement and involvement activity as part of our delivery, transformation and across a range of programmes and initiatives. This meets our aspiration to involve and engage members of public, patients, communities, staff, carers and partners. 				
Recommendations				
The Public Involvement and Engagement Advisory Committee is asked to: <ul style="list-style-type: none"> Note the contents and summary of insights contained in the report Recognise and endorse the engagement and involvement activity undertaken across the ICB and the learning being embedded Note the forward view of upcoming engagement, involvement and co-production activities for the next period 				
Which Strategic Objective/s does the report contribute to				Tick
1	Improve quality, including safety, clinical outcomes, and patient experience			x
2	To equalise opportunities and clinical outcomes across the area			x
3	Make working in Lancashire and South Cumbria an attractive and desirable option for existing and potential employees			x
4	Meet financial targets and deliver improved productivity			x
5	Meet national and locally determined performance standards and targets			x
6	To develop and implement ambitious, deliverable strategies			x
Implications				
	Yes	No	N/A	Comments
Associated risks			x	
Are associated risks detailed on the ICB Risk Register?		x		
Financial Implications			x	
Where paper has been discussed (list other committees/forums that have discussed this paper)				
Meeting	Date		Outcomes	
Conflicts of interest associated with this report				
Not applicable				
Impact assessments				
	Yes	No	N/A	Comments
Quality impact assessment completed			x	
Equality impact assessment completed			x	EHIRA assessments are completed for individual programmes of work.
Data privacy impact			x	

assessment completed				
Report authorised by:	Neil Greaves, Director of Communications and Engagement			

Public engagement and involvement assurance report: February to May 2024

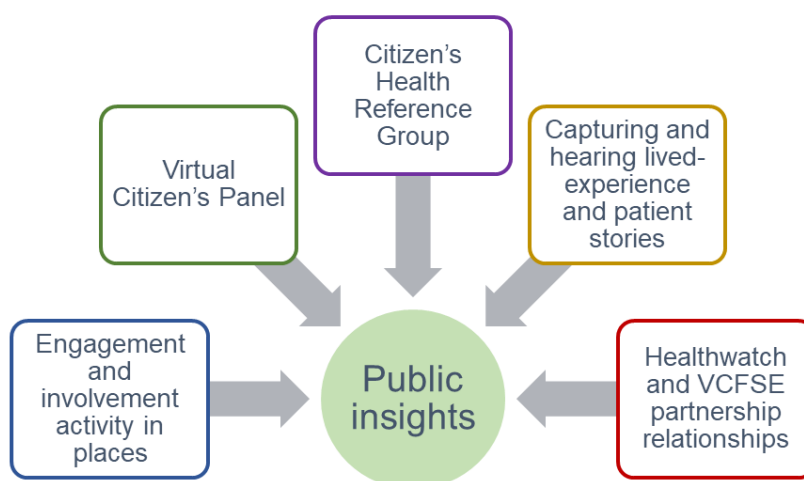
1. Introduction

Public involvement is an essential part of making sure that effective and efficient health and care services are delivered; by reaching, listening to, involving and empowering our people and communities. This is so that we can ensure that people and communities are at the heart of decision making. The NHS in Lancashire and South Cumbria is committed to putting our population’s needs at the heart of all we do.

This report provides assurance to the committee and the Integrated Care Board (ICB) for the delivery against the [ICB strategy for working in partnership with people and communities](#) (as revised in July 2023) and embedding the principles of public involvement and engagement. This includes the establishment and development of an engagement and involvement infrastructure across the integrated care system, and at place. This demonstrates how public voice can be, and is at the heart of decision-making and service delivery and improvement, in the ICB.

As well as evidencing good practice, this report importantly provides the ICB with assurance of engagement, co-production and involvement in its work and the compliance of the ICB in its duty to involve. Significant work has been undertaken to ensure the work of the Public Involvement and Engagement Advisory Committee (PIEAC) and the Quality Committee are integrated and to avoid unnecessary duplication of effort and to ensure that there is strengthened oversight and connectivity between the committees.

The diagram below shows at a high level, the proactive engagement mechanisms which have been developed to engage and involve the public as set out in the ICB’s strategy for working in partnership with people and communities.



2. Virtual Citizen’s Panel

The virtual Citizen’s Panel includes members of the public who have agreed to receive regular emails and take part in NHS research, surveys and questionnaires and provide feedback. Citizen Panel newsletters are distributed each month.

The total membership is 1,409 individuals from across Lancashire and South Cumbria as at 31st May 2024. This is an increase from the previous report.

Every month we engage with members the citizen's panel via a newsletter, in which we ask them 3 regular questions: These are:

- How do you feel about your health at the moment?
- How do you feel about the state of NHS services? and
- Thinking of the most recent time you have used an NHS service, how do you feel about your experience?

This is to gain insight into how people are feeling generally and how they feel about the NHS services. This information is then logged on the monthly dashboards and feedback to the citizen panel members in the following months newsletter. It is shared with the quality team if there are any concerns or the need to follow up. It has been a source of patient stories and will continue to be a helpful barometer of sentiment from the panel.

The ICB manages a readers' group which is a subset of the citizen panel and consists of 224 residents, which is an increase from previous reports. The panel consists of those who have expressed an interest in reviewing documents and materials produced by the ICB. The group has reviewed a mental health services update leaflet in this period. Thirty-two members gave feedback which has resulted in amendments to the leaflet.

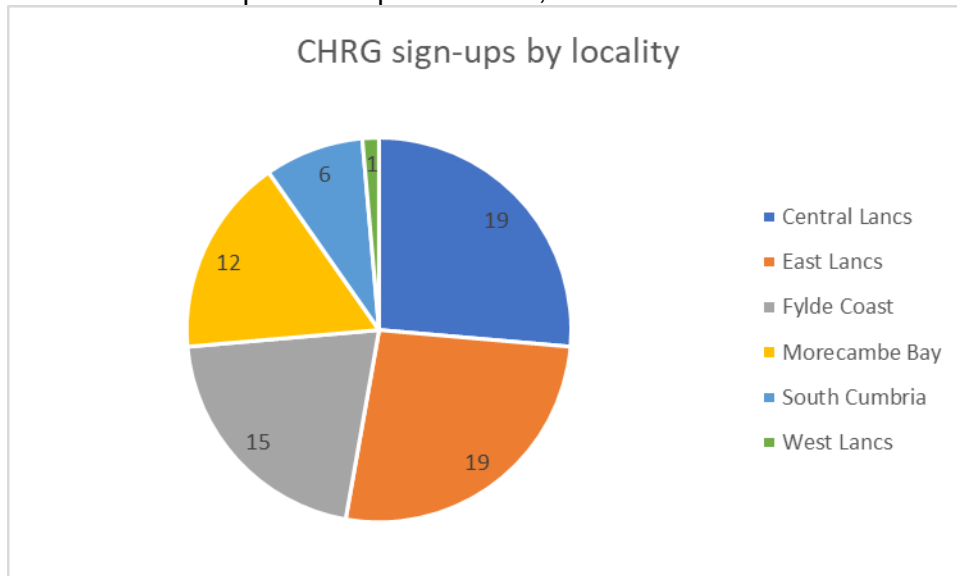
3. Citizens Health Reference Group

The initial group of 14 Citizens Health Reference Group members undertook an induction period between December and March which included involving them in the design of the group going forwards. In February, there was a group discussion on the New Hospitals Programme. They were also made aware of some of the upcoming transformation programmes and workstreams that they will have the opportunity to support in the coming months. In March the group finalised HR and other important operational including identifying members of the group who can attend PIEAC meetings from June to provide important public perspectives. At the Public Involvement and Engagement Advisory Committee workshop in April, Ann Christopher and Howard Ballard, took part in the workshop and contributed to the session.

Members are now being invited to support various workstreams based on their interests and expertise to ensure the ICB has patient involvement at the core of everything it does. A group of the members have signed up to support the transformation of urgent and emergency care services and attended a meeting to discuss the strategy which is currently under development. Members reported positively on the discussions and felt they were being listened to and their views being taken on board, mainly around the tone and structure of the strategy, not so much about the overall content.

It was identified early on that further recruitment was crucial to the group to make it more representative of the Lancashire and South Cumbria geographical area. This took place throughout May and resulted in 72 people expressing an interest in joining, with a good spread

in terms of place representation, as demonstrated in the graph below.



This second cohort of members will be invited to induction sessions in June and July with a view to them joining the quarterly meeting of the full group in September.

4. Capturing lived experience and patient stories

Our programme of capturing lived experience and patient stories is an important aspect of our work. These are captured in a range of formats. A growing number of people are keen to share their experiences and insights through patient stories. The communications and engagement teamwork with the quality team to follow up the actions arising from these stories, while recognising that action, change and improvements do take time to agree and embed.

Date	Committee	Focus of story
February	ICB	No Board Meeting
	Quality Committee	Cost of living crisis for patients and it's impact on their care, access to services and health.
March	ICB	Childhood asthma by Springnorth Asthma Champion https://youtu.be/qDEJMugsr3M
	Quality Committee	Anita (SEND) a mother caring for her 17 year old daughter who has many complex conditions, including autism - Anita's family struggle for diagnosis and support for her daughter: https://youtu.be/y8WGT43yoT0
April	ICB	No patient story as board was an extraordinary board meeting.
	Quality Committee	Rosie's story: Safeguarding and end of life: https://youtu.be/8f35SzhnOT0
May	ICB Board	Patient's experience of digital technology for cardiac care, shared at Board to support digital strategy presentation: https://youtu.be/ta4nJK3HvNM .

	Quality Committee	Childhood asthma by Springnorth Asthma Champion https://youtu.be/qDEJMugsr3M
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Lancashire and South Cumbria Digital and Data Strategy

In May the Board considered and approved the Lancashire and South Cumbria Digital and Data Strategy. The strategy incorporated the stories and lived experience of five individuals as well as a patient story video which is referenced above. The full strategy can be found here along with the stories: [Item 12ii-ICB - Digital and Data Strategy - Final 3.pdf \(healthierlsc.co.uk\)](https://healthierlsc.co.uk)

The strategy has a focus on ensuring the voice of the population is heard and understood and that the impact of lived experience is used to inform future design. It seeks to significantly reduce digital exclusion through targeted support into our local communities to ensure economic or digital skills / experiential disadvantage is not precluding access to health and care services. This must also include ensuring new initiatives do not inadvertently exacerbate the existing "digital divide" and further exclude or disadvantage those most in need. As part of this challenge, almost 3000 vulnerable people across Lancashire and South Cumbria have been supported with the knowledge, skills and confidence to use digital devices, apps and tools.

- Charlie, male, 78 years old, Terminal cancer, End of life plan in place
- Iris, female, 64 years old, specialist cardiology care
- Ruth, female, 90 years old, smart technology reducing falls and improving wellbeing in a residential home

5. Engagement in each of our places

5.1 Blackburn with Darwen

Deaf Village North West

The Deaf Village is a Deaf-Led organisation that promotes inclusivity at its core. Based in Blackburn, although accessible to anyone across the north west, the Deaf Village actively strives to encourage community and bridge the distance between hearing and D/deaf worlds. Commencing in April, the organisation has started to host a monthly coffee morning for the D/deaf community with the intention of reducing isolation and improving mental health and wellbeing. In order to build a relationship within the community, Shelley Whittle from the ICB ICE team has been invited to become a regular attendee and at the July coffee morning will be introducing herself more formally and explaining more about who and what the ICB is, and how we would welcome their views on health and care services (especially around the transformation of services) of which are not always captured.

Disability Information Day 2024

This annual event, held in February, is a joint project with Parents in Partnership (the parent carer forum), NHS colleagues and children's services. Our ICE colleagues were in attendance to promote awareness around MMR and the rising cases of measles as well as other childhood vaccinations.

Blackburn with Darwen Insight, Communication and Engagement Group

This group was initially established during winter to focus on communicating consistent, coherent and targeted messages to BwD residents, particularly the more vulnerable, including those from priority wards, with long term conditions, older people, and those with caring

responsibilities. The group has now evolved and aims to meet bi-monthly to share and discuss engagement plans and to identify opportunities for working together. Membership has grown to include colleagues with a remit for communication and engagement from Place, East Lancashire Hospitals NHS Trust, Blackburn with Darwen Council, population health, public health as well as representation from the VCFSE sector.

Childhood vaccination campaign

As part of the ongoing programme of engagement with family hub parent/carer panel members, two sessions were organised to coincide with, and complement, a recent campaign by NHS North West to drive up childhood vaccination rates. Invited to the sessions from a clinical perspective were Intrahealth who deliver the childhood vaccination programme in primary and secondary schools, and a GP practice nurse.

Family hubs

A survey was developed and sent to all members of the family hub parent/carer panels to identify which health services they would like to invite to speak to them over the coming year. Options given included adult mental health, CAMHS, sexual health, pharmacy, and learning disability. The results indicated that mental health and learning disability were of interest although a session from a pharmacist to coincide with self-care week in November will also be arranged.

Youth forums

Arrangements are currently in place for colleagues from ELCAS (East Lancashire Child and Adolescent Services), specifically the school-based mental health support team, to attend a monthly youth forum (of which there are about 50ish members) over the summer.

Ukrainian Brahma Hub

A meeting has been scheduled to meet with members of the Ukrainian Brahma Hub at their request to discuss mental health support. Further details will be included in the next report.

Mental Health and Suicide Prevention Strategy

This is a Place-based strategy which will describe Place's ambitions and vision for mental health and suicide prevention in Blackburn with Darwen for the next 5 years. It is an All-Age strategy, so it covers everyone - children and young people, adults and older adults. The vision of the strategy is for: *Every resident to have the best mental health that they can, and the support they need to achieve that, at every stage of their life.* Led by public health, a period of public engagement via an [online survey](#) is currently taking place asking for feedback on the priorities and values within the strategy.

Priority wards

In 2023, Healthwatch Blackburn with Darwen was commissioned to engage with communities living within the 11 priority wards in the borough with the aim to understand what matters to them and what the barriers are to accessing healthcare. Jo Dalton, the ICB's Population Health project manager aligned to Blackburn with Darwen, worked alongside Healthwatch. Jo continues to work with a number of the community groups in two key priority wards (Darwen East, Blackburn Central) where residents live in deprivation with multiple disadvantage. The Priority Wards have higher urgent and emergency admissions or longer lengths of hospital stays. Working alongside these communities enables Jo to engage on the issues which are important to individuals and groups opposed to bringing an agenda from the ICB/NHS. The insight gained from these discussions is being used to support individuals in the first instance, but also highlight gaps in services, improvements needed and things that work well. An holistic appreciation of the lives being lived really helps to put health and wellbeing challenges

into context. The wide range of groups engaged with include asylum seekers and refugees, community volunteers, street sex workers, food clubs, women's groups, and peer support groups including diabetes and mental health. This work will continue for the foreseeable future and some of the relationships are evolving into co-production opportunities.

4.2 Blackpool

Blackpool Place team

The place team delivered a week-long series of Spring into Spring community events in April 2024. This was an ambitious collaboration with communities and services with events held in four local community centres - Central Family Hub, @The Grange, Ibbison Court Community Centre and Claremont Community Centre, plus a finale event at the Winter Gardens. A full insight report is available which outlines the successes of Spring into Spring- providing access to musculoskeletal services and advice for members of the community, creating conditions for connection and collaboration between services; the report also offers suggestions for improvement. The project team is due to meet 25th June to begin planning for Active into Autumn 2024.

Fylde Coast Patient Participation Group Chairs network

The Fylde Coast Patient Participation Group Chairs network meets bimonthly with a full calendar of network meetings planned for 2024. Thanks to the strenuous efforts of the network Chair, Gemma Jackson, membership and attendance has increased at each meeting, with the June meeting seeing attendance from 14 PPGs. This session (10.06.24) welcomed Adam Janjua, Chief Executive of the Lancashire Medical Committee, who spoke about the pressures on GP surgeries across Blackpool and the Fylde coast. The network is working with the Blackpool Poverty Truth Commission on the statutory role of PPGs, PPG recruitment etc. The network has also fielded a rep who will meet with the ICB associate director of IT to discuss issues around primary care telephony and IT systems which are a barrier to access for many patients.

Integrated Neighbourhood Teams

There have been several meetings of the Integrated Neighbourhood Teams (INT) steering committee and working groups, with the focus on prevention and proactive strategies to tackle health inequality determinants. Recent updates:

- Blackpool INT is in the process of forming locality teams aligned to the Neighbourhood Care Teams and PCN footprints.
- Next step is to agree on the outcome measures for key priorities and how to effectively move forward in the achievement of them.
- Next meeting Weds 26th June 2024

Blackpool Together Cost of Living workshop

Public health and Blackpool Council colleagues have hosted several Cost of Living workshops, with partners from statutory and VCFSE organisations sharing their projects, research and findings. The next workshop was due to be on Monday 1st July but has been postponed due to the pre-election period. This will be an exciting opportunity to find out about grassroots community groups and projects, for colleagues to network and align priorities. From this meeting, several organisations collaborated to support the Spring into Spring celebrations week in April, and have developed deeper working relationships as a result.

Poverty Truth Commission

Chantelle Bennett from the ICB ICE team has developed a connection with the Blackpool Poverty Truth Commission [What is a Poverty Truth Commission? | Poverty Truth Network](#)

This is a group focused on bringing people living in poverty/ health/ social inequality together with decision-makers to develop meaningful and creative ways to address the issues so many people face. So far Chantelle has put the commission in touch with:

- Maggie Oldham, chief executive Blackpool Teaching Hospitals
- Karen Smith, director of health and care integration for Blackpool
- Jen Riley, associate director of population health for Blackpool
- Neil Greaves, ICB director of communications and engagement

With the hope that these senior leaders will work collaboratively with the commission. So far, the commission has begun a piece of work in support of the Fylde Coast PPG network looking at the process for patients in Blackpool wishing to join their local PPG.

Making connections to help people with high blood pressure – Community & Providers

Members will remember a presentation about the engagement with people with hypertension (high blood pressure) that was received by the committee last year. Work is continuing on this important work. In February this year a workshop was held to review what the project has done and what participants learned. Members came up with some proposals for action which are being worked through. These included the re-introduction of “know your numbers” campaign and investigating opportunities for people to have their blood pressure checked.

South Cumbria

South Cumbria Place Team

The South Cumbria Place Team had a team development session on 28 May, at which the team reiterated its mission/core purpose. The team agreed that central to delivering this was listening to our residents, understanding their needs, involving them in future decision-making, and working alongside them to increase aspirations around living, working and ageing well. This will be reflected in our approach to resident engagement in all of our work programmes and in the work of our place board. Across the coming year, the South Cumbria place will create a summary of themes heard through resident engagement across the South Cumbria place footprint, including Poverty Truth Commissions in Barrow and South Lakes and establish a framework for listening to residents and lived experience voices, and engagement of residents in co-design of future ways of working and measures of success (localising the LSC-wide Working With People and Communities Strategy/Toolkit). These will enable us to ensure that all workstreams are focused on resident needs, and that all board papers are clear on what engagement has taken place/is planned.

Integrated Wellness Centre

Targeted engagement has taken place with a small cohort of patients who have had frequent and long lengths of stay in hospital. This has been proactively used in the design of the services offered, and professions involved, in the Integrated Wellness Centre. Following the pilot in July 2024, a ‘you said, we did’ approach will be used to provide feedback to this cohort on how their insights helped to shape the service.

South Cumbria Poverty Truth Commission

Through our engagement coordinator, and place leaders in south cumbria, we have been supporting the work of the Barrow and the South Cumbria Poverty Truth Commissions. The Poverty Truth Commissions in Barrow in Furness and in South Lakes serve as excellent examples of how community power can manifest in practice, especially within local areas and among residents. Going on for two years now they present specific methods and tools that empower people, build confidence, and encourage the sharing of ideas and suggestions, being in a dialogue, and collective decision-making. In April a collaborative workshop was held

with the commissions and the council to consider Poverty Truth Commission work as an ongoing relationship with local people that brings authentic change to communities in Westmorland and Furness.

Development of Patient Participation Groups/Network

Work is continuing with the development of a PPG network for South Cumbria. ICB colleagues are working together to identify the Patient Participation Groups in South Cumbria, offer support and help develop PPGs. As well as helping PPGs support their practices, the PPGs are considering how to support place and the wider system.

SEND

The communication and engagement team has continued to support the SEND partnership and build relationships with key stakeholders, including the council. This includes contributing towards the development of a newsletter for the SEND partnership, and listening to and learning from parents, carers and young people in receipt of SEND support. Insight from a rolling survey of parents and carers is being reviewed, and the team are working with the council SEND team members to consider the findings and reporting arrangements, along with insights from the council SEND coffee mornings that have been arranged.

Priority Wards

Work is continuing with the healthier streets project in Barrow where we have been working closely to engage with a group of residents in South Cumbria who are part of the healthier streets project in Barrow and wish to be involved in developing a blue-print for the coproduction of services.

Population Health - Outreach

The Population Health team has worked with the PCNs across South Cumbria to develop outreach and inclusion project plans for 2024-25. The PCNs are being funded and supported to undertake outreach work with specified population group(s) with known health inequalities. These projects will support PCNs in engaging with hard-to-reach groups, will help detect unmet need and support primary care in delivering NICE best practice care to communities who are not engaging with the current service offer. The groups being targeted include residents in our most deprived wards, children & young people with emotional and mental health concerns that do not meet the threshold for CAMHS, the socially isolated, rural and agricultural workers and individuals working in the hospital sector within the lake district.

Population Health – Joint Health and Wellbeing plans

The population health and South Cumbria Place team have been working with Westmorland and Furness Council to produce a new joint strategic needs assessment (JSNA) for the W&F and South Cumbria communities. The findings from the JSNA have been shared and discussed with local stakeholders through the South Cumbria Place Development workshops and through our newly established “Community, Health, Wellbeing and Equity Partnerships”. A new, co-produced, Health and Wellbeing strategy is being developed that will allow partners to take focussed action on the issues identified within the JSNA.

Barrow Delivery Board

The Government has committed to significant investment in Barrow in Furness over the next decade to “to make Barrow an even more attractive place to live, work, and build a nuclear career”. including a £5 million fund to help tackle economic inactivity and improve health outcomes. The South Cumbria Place Team are working in partnership with the local authority and local employers to develop detailed implementation plans, with a specific focus on community wealth creation, community power and development, work and health support.

Implementation plans for the first years funding (2024-25) are being prepared with a view to implementation post election.

Bay Anchor Network

The Morecambe Bay Anchor Network, now known as the “Bay Anchor Network” has been refreshing its strategic ambitions, workplan and success measures, this has been done to reflect the changes in NHS and local authority boundaries. Further strategic planning actions are in train to ensure our work, co-produced with employers, integrates with the Barrow Delivery board priorities. To support this, an engagement exercise is underway, sponsored by local employers, to work with under-represented groups. This will help inform local employers on how to ensure their workforce becomes representative of the local community and that opportunities are made available for hard to reach groups, particularly those not currently in education, employment or training.

Lancashire

Community engagement networks

Work continues to develop communication engagement networks in each area of Lancashire. These will consist of partners, the vcfs and other stakeholders who can support delivery of engagement on the ground in each of the places of Lancashire. In East Lancashire a large network has been developed and work is being finalised for a workshop in July to bring the network together. In Central Lancashire a network has been established and is being reinvigorated having successfully supported the winter resilience campaign. In North Lancashire we are working with existing networks. The community conversations project and the poverty truth commission has supported this development.

Community Conversations – Poverty Truth Commission Morecambe Bay

As part of the community conversations group run by the Population Health team and supported by other teams within the ICB and their partners, updates are provided by the Poverty Truth Commission in Morecambe Bay. As in other Places, this is a group focused on bringing people living in poverty/ health/ social inequality together with decision-makers to develop meaningful and creative ways to address the issues so many people face.

Both Population Health and the Comms and Engagement team within the ICB are supporting Integrated Community Care teams and the Poverty Truth Commission to recruit community commissioners for round 3 of the commissions programme. Community commissioners are local people experiencing poverty, and joining the programme provides them with an amazing opportunity to have their voices heard about challenges that they are facing and to talk with civic commissioners about possible solutions. This work is ongoing.

Engagement with PPGs

Work is ongoing to develop engagement networks for PPGs in the Lancashire places. In East Lancashire this is developing in Burnley, Rossendale and Hyndburn. In Rossendale support has been given to the PPG network to help with recruitment. A member of the Communications and Engagement team engaged with a Chorley PPG, at their request, to discuss various topics, including the priorities of the ICB, the interface with the practice and blood clinics. The PPG found the session helpful and informative and the commencement of an ongoing dialogue which will expand to other PPGs.

Measles/immunisation

As part of the engagement with patients and members of the public to raise awareness about measles and the immunisation programme generally, members of the communications and engagement team attended two large scale events in Preston.

The first of these was the Health Mela, held at UCLan in April, which has stands from many NHS services and VCFSE groups. The Health Mela in Preston has been running for more than 20 years and is well attended by ethnic minority groups. The second was a health and community information day for Preston North and East PCNs in May, where members of the team accompanied the HARRI bus. Information was shared at both events on:

- Awareness about measles and the related immunisation programme
- Childhood immunisations
- COVID-19 vaccinations

These events were in addition to the promotion of these programmes through voluntary and community sector networks across Lancashire and the work of ICB Task and Finish groups in both central Lancashire and Morecambe Bay.

Ryelands estate residents' engagement - Lancaster

Commenced by Population Health, the Lancaster District Health and Wellbeing Board has formally agreed to work with the residents of this estate within a priority ward in Lancaster to support their community resilience and their health and wellbeing. With the support of various teams within the ICB and its partners, a Task Group has been set-up to work with the residents of the estate, which is one of the most deprived in Lancaster.

The main aim of the Task group is to provide a park/open space area for the families on the estate, who currently have no facilities. Providing a park/open space and play area will give both children and adults a safe space outside their homes and will benefit their physical and mental health and wellbeing. The multi-agency task group will:-

- focus on progressing and moving developments on, associated with Ryelands park/open space
- report back to residents' association and be accountable to Lancaster District H&WBP
- be open to anyone from the resident's association that wishes to be part of it
- Population health will capture key actions (until a longer term more sustainable solution is put in place)

The work with Ryelands estate resident's will continue for the foreseeable future.

Engagement and involvement projects February to May

The following projects and activity have been delivered during this period, and are continuing:

Winter engagement and outreach

The Winter 'Think' communication and engagement strategy and plan spans October 2023 to March 2024. This year, with the establishment of four place-based partnerships, there was an ambition to undertake a greater amount of targeted outreach and engagement to enhance the broadcast methods of communication and the ICB led on delivering the engagement elements of the plan working with community networks, VCFSE partners, Healthwatch and patient groups, in each of our places. Much of this work has been at place level with coordination and development of communication materials by the ICB and NHS trust teams. The evaluation analysis and report has now been produced and insights from this are shared in the insight report for committee members.

Withnell Surgery Health Centre

The previously reported programme of engagement for Withnell Health Centre concluded an engagement programme in May. However, the ICB remains engaged with the community to keep them informed and updated on decisions regarding a procurement process. A full report of the engagement process in September and October has been discussed at the Primary Care Commissioning Committee in January. Updates on this are available here: [have-your-say/withnell-health-centre](https://www.lancashireandsouthcumbria.nhs.uk/have-your-say/withnell-health-centre).

Adult ADHD

We have been engaging with both patients and referring clinicians to understand the reasons for an increase in adult ADHD referrals and working with commissioners and services, how we can respond to this demand. An engagement programme commenced last year and is continuing. Some findings from the survey of service users are being used by the commissioning team to shape their considerations about the service need and demand. The fieldwork for the data is continuing amidst an ever-changing landscape of demand and delivery. A final report for this work is anticipated and will be available for the next PIEAC committee.

Enhanced health checks

Considerable progress has been made to date with an ongoing commitment in rolling out and embedding enhanced health checks across our communities in Lancashire and South Cumbria. The team have acknowledged that public and patient involvement is a key factor to consider improvements, and to reflect on what is working well and measure the outcomes. The patient survey for enhanced health checks closed in June and work is now underway to analyse the data and produce a report which will be shared in the insights report in due course.

Children in care leavers' health review

Across Lancashire and South Cumbria children in care leaving care receive a health check and health documentation as part of their transition to independent adult life. We worked with safeguarding teams to engage with young people to elicit their views and experiences of health checks. Although we have found it challenging to reach care leavers to engage in this work, a new format health check and care leavers health review letter has been produced.

SEND engagement and communications

The communications and engagement team are now actively working with the SEND team (NHS and Lancashire County Council) to support engagement around SEND in anticipation of an imminent inspection for Lancashire. The work we have done to support the engagement for Lancashire has influenced work for the SEND inspections in Blackpool and anticipated in South Cumbria.

Frailty

We are continuing to work with the frailty team to develop appropriate engagement and involvement to support the assessment and implementation of a coproduced model of frailty to support those with moderate frailty. This aims to reduce the number of people who have moderate frailty attending urgent and emergency care and being admitted to hospital during episodes of frailty unnecessarily. With the right assessment, self-care, support and interventions, those with moderate frailty should be able to be supported to live independently at home without needing hospital care which for this group of people may have negative unintended consequences. A report from the initial survey with the citizens panel has been shared with the team and has already provided some useful insights.

More in-depth engagement using focus groups, discovery interviews and a Lancashire and South Cumbria wide survey have taken place and concluded at the end of May. Unfortunately, the engagement period has been impacted by two pre-election periods. The insight and feedback provided will be analysed and a report produced over the coming weeks.

Frailty in the Asian community - Asian Ladies Group

A couple of members from the engagement team attended the Kiran Asian ladies' group on Tuesday 27 February 2024. One member explained details about why they were there in English and then the other followed this by interpreting it in Urdu for the group (the group lead asked for this as she didn't feel she could explain). This was followed by questions and queries and both engagement team members approached the ladies individually to have a chat with them about their needs. There were 26 Asian ladies present on the day, who mainly spoke Gujrati, but could understand Urdu. One or two spoke English. The women were mainly older ladies and some were in wheelchairs.

The ladies in the group raised many questions in relation to help and support they needed to help them manage their own or a family member frailty. The questions were sent to the frailty team to feedback.

West Lancashire community services - procurement

Community health services within West Lancashire are under review and an engagement exercise with patients and members of the public who use these services commenced in May 2024. This is separate to and not to be confused with the Shaping Care Together pre-consultation engagement work for West Lancashire.

The engagement included contacting patients via the current provider, HCRG, circulating a survey questionnaire and undertaking face-to-face engagement either directly or by accompanying Healthwatch. An analysis of findings report from this engagement (which concluded early in June) is on the agenda of this committee. A copy of the report can be found here:

healthierlsc.co.uk/application/files/7917/1835/9234/20240612_WL_community_services_questionnaire_analysis_report_-_FINAL_for_PIEAC.pdf

Urgent and emergency care (UEC) strategy

Demand on UEC services continues to increase year on year and with the challenges of short-term funding during winter periods, agreement was reached at the 'Fit for Future' event held on 26 July 2023, that a five-year UEC strategy would enable our system to plan and design urgent and emergency care services to meet the future needs of our population.

The draft strategy was developed based on patient, clinical and partner organisation insights and then shared widely, alongside a feedback form, with system partner organisations and members of the public via a panel of representatives from the ICB Citizen's Health Reference Group who also cascaded to their networks. Circa 500 comments were received in total during the engagement period which ran from 3-24 May 2024.

A comprehensive review of the feedback received was undertaken by the Urgent and Emergency Care team. The comments were themed into categories e.g. workforce, primary care, digital and additional information is being incorporated into the strategy, where appropriate.

The strategy will be presented to members of the Integrated Care Board on 17 July 2024. Further engagement with the public on urgent and emergency care is planned for summer/autumn 2024.

Planned engagement and involvement by the ICB for June and July 2024

The following projects are planned and or will be developed over the next two months:

Shaping Care Together – case for change engagement

Engagement took place in May in relation to the Shaping Care Together (SCT) case for change document. Phase one of the SCT programme focusses on how urgent and emergency care services can be best delivered. Five focus groups took place with a range of stakeholders on 13 and 14 May. These focus groups were delivered by Freshwater – the communications agency which is supporting the communication and engagement work in relation to the programme. The aim of the sessions was to gather feedback that could refine and enhance the dissemination of the case for change and enhance public engagement. A total of 20 people were engaged, four of which represented West Lancashire: three representatives from Hesketh Bank Community Centre, as well as a member of the West Lancashire and Merseyside Myeloma Support Group. Further and more extensive engagement and involvement is being planned from late July as part of pre-consultation engagement.

Unpaid carers from ethnically diverse communities – experiences of health and health services

Following the presentation of the findings from ‘I Care’ the engagement of unpaid carers in South Cumbria, members were keen to see engagement in Lancashire, and particularly to focus on the needs and experiences of unpaid carers from the minority ethnic communities in Lancashire. During September, NHS England invited bids from ICBs to support engagement, particularly to improve insight and reach. We were delighted that following joint work with Lancashire BME, our bid to undertake engagement of unpaid carers within ethnically diverse communities was successful. The £7,000 funding award was the maximum we could be awarded, but it enables us to work with Lancashire BME to undertake this work. The fieldwork has concluded and the report is in process. We anticipate that the final report will be available for the next PIEAC meeting.

Integrated Neighbourhood Teams

We have developed a communication and engagement plan for the ICB system and place based work around integrated neighbourhood teams. This plan sets out how we can effectively engage with health, social care and VCFSE sector staff and partners working within communities and organisations across Lancashire and South Cumbria. The purpose of this engagement is to raise awareness and build support for an Integrated Neighbourhood Care Team approach and the development of neighbourhood leadership and MDT ‘team of teams’ as part of the recommendations set out in the Fuller Stocktake Report. This plan will support the system-level communication and engagement with key audiences across Lancashire and South Cumbria and will be the foundation for local plans within INTs and at Place.

Lundy Model of engagement with children and young people

The Children and Young People's (CYP) team for the ICB have been working with the CYP team at Lancashire County Council to develop a proposal to train the workforce and offer training across the system on the Lundy model. The training programme with Lancashire County Council will be available online and developed throughout the summer months, with an anticipated launch of Autumn 2024. PIEAC members will be aware that the ICB supports the Lundy model of engagement for CYP following a workshop in 2023. The model is

complementary and supports our strategy: "Working with People and Communities". During this period, LCC supported the funding of the training, and the ICB will work with LCC colleagues to ensure consistency across the health and care system. The Childrens Panel are now named 'Young Advisors'. They have assisted Lancashire Teaching Hospital with the interviews held for a 'Youth Worker' to work with children with long term conditions. In addition to this the CYP team are working with the young advisers in Lancashire and South Cumbria, to develop a video, including testimony and stories, to promote the engagement of children and young people. In addition to the training and video the young advisers have been trained and can quality assure (QA) our services using methods such as the 15 steps and other methods.

The children and young people team have developed a proposal called "Feedback Fortnight". This proposal sets out how we should pilot a programme of work on gathering of all feedback information and also providing the services users with the opportunity to give us real time feedback. In order to do so we need to establish a working group (initially in one area) and develop a scheme of work, which will take place over a two week period, which will include a variety of methods of engagement. Most of the services we commission to provide services have an engagement process in place, however, we only get to see a very small proportion of their feedback, therefore making it difficult to see service users thoughts and feelings. A request will be made to all providers (including the 3rd sector) to provide the feedback they have gained from service users over the last 12 months co-produced by parents/carers/children & young people, via a report template from their recording methods such as Friends and Family or whichever other systems they use. Questionnaires co-produced for the providers individual services to be used within their clinics/venues over the two week period – this will be co-produced with parents/carers/children and young people, including the staff on how we can improve our services. In addition the team are proposing :

- A well-advertised roadshow of events across Lancashire and South Cumbria over the two week period, held in The Family Hubs for face to face engagement and on line 'Teams' evening events.
- An online mechanism on social media with a simple questionnaire, again co-produced with services user which can also be circulated to all schools for them to send out to parents/carers.
- All of this is subject to change once the feedback and input from parents/carers/children young people and staff has been gathered.
- 'Feedback Fortnight' (name subject to change) will take a crucial role in engagement with parents/carers/children young people and staff alike by taking a real time 'snapshot' and an overall view of the services we deliver.

This is in line with the roll out of the Lundy model, promoting engagement to improve services will give us a robust mechanism of gathering feedback from the parents/children/young people and services we serve.

Maternity and Neonatal engagement

The involvement, coproduction and engagement Lancashire Maternity and Neonatal Services group continues to meet and review involvement and engagement across the system and at place. The group a maternity and neonatal engagement network to bring together place based leads, service users, and volunteers to ensure that there is consistency and coherence across the system. Several projects are ongoing, including smoking in pregnancy, close relative marriage and genetic risk, increasing placental growth factor screening to improve outcomes of pre-eclamptic and eclamptic women, Birth Afterthoughts (Reproductive Trauma Service) and maternal nutrition. Healthwatch Together supports the Maternity Voices Partnerships, service user-led partnerships in Lancashire and South Cumbria and is working with the group

and the engagement team to ensure that these become an active part of our engagement strategy. In March, Healthwatch conducted eight enter and views across birth centres and maternity services in Lancashire and South Cumbria and conducted roadshows with family hubs, mother and toddler/baby groups and other networks. These are reported in the Healthwatch report. The group is now finalising a workplan which includes the plans for each of the place-based MVPs.

Befriending scheme – Fylde and Wyre

The Fylde and Wyre Health and Wellbeing Partnership has as one its priorities a focus on supporting people who are lonely and isolated, which has a big impact upon the mental health and resilience of residents in the locality. The Partnership, which has within it representatives from several teams across the ICB, is putting both financial and team resources into the befriending scheme. Engagement with and support for people who are isolated within the Boroughs will be taking place as the scheme develops over the coming months.

Community Equipment services

Lancashire and South Cumbria ICB, along with our local authority partners are seeking to undertake a review of community equipment services for Lancashire, Blackburn, and some aspects of Blackpool. This review will help us develop our approach to procurement which we are planning for Spring 2025 for Lancashire and Blackburn and Blackpool Adult Beds.

The main purpose of the community equipment service is to provide equipment on loan, free at the point of delivery, to people living in the community. This allows them to carry out day to day tasks and activities of daily living that they would otherwise be unable to do without such support. Equipment is also provided to support carers to enable them to continue to support loved ones with on-going care at home.

The type of equipment provided to people's homes includes but is not limited to hospital-type beds, pressure relieving mattresses, bed tables, specialist moving and handling systems, specialist seating, commodes, and other items that support people to remain independent and/or in their own homes.

The review of community equipment services will include an engagement exercise with patients, service users and carers, which will commence after the general election. This will include a detailed survey and face-to-face engagement opportunities. In addition, surveys and workshops with staff who order community equipment and use the system are also planned.

For information or contacts for any of the engagement initiatives described in this report, please contact David Rogers: david.rogers10@nhs.net

Glossary

A glossary of terms to support this paper is available here: <https://www.lancashireandsouthcumbria.icb.nhs.uk/about-us/glossary>